



Illinois Department of Corrections

Administrative Directive

Number: 01.02.300	Title: Use of Video Conference Network	Effective: 11/1/2022
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Authorized by:	<i>[Original Authorized Copy on File]</i> Rob Jeffreys Director
Supersedes:	01.02.300 effective 10/1/2020

Authority: 730 ILCS 5/3-2-2	Related ACA Standards: 5-ACI-1C-03, 04, 5-ACI-1D-08, 5-ACI-1F-01, 02, 04 – 08, 5-ACI-3A-01, 05, 09, 14 – 17, 22, 5-ACI-3D-02
Referenced Policies: 01.12.105	Referenced Forms: DOC 0434 – Incident Report DOC 0462 – Court Writ Transfer Via the Central Transportation Unit

I. POLICY

The Department shall establish and maintain video conference capabilities for staff conferences, training and court appearances for staff and individuals in custody to promote effective management, communication and security. To reduce travel time and expense, video conferences shall be used for meetings and training whenever possible and feasible.

II. PROCEDURE

A. Purpose

The purpose of this directive is to establish written guidelines for using the video conference network.

B. Applicability

This directive is applicable to all correctional facilities, offices, programs and parole services within the Department.

C. Facility Reviews

A facility review of this directive shall be conducted at least annually.

D. Designees

Individuals specified in this directive may delegate stated responsibilities to another person or persons unless otherwise directed.

E. Definitions

Statewide Scheduler – the individual who schedules all video conferences on the video conference network.

Video Conference Coordinator – the person or persons at each facility or general office location who oversees the video conference equipment and coordinates scheduling video conferences and related activities at the facility.

F. Requirements

1. The Department shall utilize video conference equipment for video court appearances, meetings and training between entities at various locations, when possible and feasible. Video

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conferences may significantly reduce time and travel and shall therefore be the first method considered for meetings and training.

NOTE: Contact with any immigration agency shall be in accordance with the Illinois TRUST Act.

2. Other Agencies or entities may be authorized to use the Department's video conference equipment as approved by the Director. However, such use may be preempted or rescheduled due to emergency needs of the Department.
3. A Statewide Scheduler, appointed by the Director, shall:
 - a. Schedule all video conferences on the video conference network; and
 - b. Provide reports, as needed, to the Telecommunications Manager on the utilization of each site.
4. Video Conference Coordinators shall be designated by:
 - a. The Telecommunications Manager for the Springfield General Office location;
 - b. The Chief Legal Counsel for the Chicago General Office location; and
 - c. The Chief Administrative Officer for each facility.
5. The names of Video Conference Coordinators and at least one backup Video Conference Coordinator shall be submitted to the Statewide Scheduler.
6. The Chief Administrator of each video conference site shall ensure strict key control of the video conference room. Only designated staff shall be issued keys for the room or its contents.
7. The Video Conference Coordinator at each site shall:
 - a. Serve as the liaison with service technicians and any individual utilizing video conference services.
 - b. Ensure equipment is maintained in working order.
 - c. Forward requests for the use of the video conference network to the Statewide Scheduler.
 - d. Ensure the video conference room is equipped with the appropriate support equipment and materials that may be used during a video conference. Each room shall contain:
 - (1) A Department listing of telephone and fax numbers;
 - (2) Other pertinent telephone or fax numbers;
 - (3) Procedures for use of the equipment and help procedures;
 - (4) Paper for the fax machine; and
 - (5) Any other material that may be useful during the conference.
 - e. Ensure the video conference room is always locked when not in use.

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8. At correctional facility sites, the Video Conference Coordinator shall also ensure the video conference unit is secured in a locked cabinet or in a locked storage area when not in use.
9. All requests for use of the video conference equipment shall be submitted via email to the Statewide Scheduler, in accordance with this directive, at least ten days in advance of the date needed, whenever possible. A written response to requests shall be issued within 48 hours, whenever possible, and shall normally be directed to the Chief Administrator's office.
10. The Chief Administrator shall ensure all faxes or other documents regarding video conferences are provided to and received by the parties involved in a timely manner.
11. Video conferences shall start at and end by the approved times. Any problems with equipment or network connections that are not resolved shall be immediately reported to the Department of Innovation and Technology (DoIT) video help desk in Springfield at 217-524-3648, and follow the appropriate options.
12. The Chief Administrator shall ensure:
 - a. At least two staff members in addition to the Video Conference Coordinator are trained in:
 - (1) The assigned duties of the Video Conference Coordinator;
 - (2) The basic use and maintenance of video equipment; and
 - (3) The procedures to be used when problems arise.
 - b. All staff who normally participate in video conferences are trained in the use of equipment.
 - c. Outside entities using the equipment are trained in its use or a trained staff member from the host facility is available to assist during the conference.
13. Preemption of scheduled video conferences shall only be allowed upon approval of the Director.
14. The Office of Telecommunications shall:
 - a. Maintain all video conference equipment.
 - b. Partner with DoIT on necessary maintenance.
 - c. Troubleshoot problems.
 - d. Maintain contact with DoIT, Video Services for problem resolution.
 - e. Resolve technical problems and advise the Statewide Scheduler upon resolution of problems.
 - f. Inspect sites and advise the Statewide Scheduler of any problems and expected time frame for resolution. Serious problems shall be reported immediately.
 - g. Select and design sites for video conference rooms.
 - h. Install equipment and provide modifications needed by facilities and the court for installation of video conference rooms.

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- i. Act as liaison with the courts, Department legal services and DoIT regarding procedural changes, scheduling, problems and expansion of the use of video conferencing.
- j. Provide training and guidance to Video Conference Coordinators and others in use of video conference equipment.
- k. Assist facility coordinators with Tier 1 issues, which include basic equipment use, prior to calling the DoIT video help desk.

G. Training via the Video Conference Network

- 1. All requests for video training of employees through the Office of Staff Development and Training shall be submitted to the Manager of Staff Development and Training.
 - a. The Manager of Staff Development and Training shall schedule all authorized video training in accordance with Paragraph II.H.1.
 - b. Attendance at video training provided through the Office of Staff Development and Training shall be documented and submitted via fax or email to the Manager of Staff Development and Training.
 - c. The Office of Staff Development and Training shall issue training certificates for all attendees.
- 2. Any request for video training not coordinated through the Office of Staff Development and Training shall be submitted through the appropriate Chief Administrator.
 - a. The Chief Administrator coordinating the training shall schedule all authorized video training in accordance with Paragraph II.H.1.
 - b. Attendance at the video training shall be documented and submitted via fax or email to the Chief Administrator coordinating the training who shall ensure training certification is issued for all attendees.

H. Conferences via the Video Conference Network

- 1. Requests for using the video conference network for other than a court appearance shall be submitted to the Video Conference Coordinator at the facility responsible for coordinating the conference. The request shall include:
 - a. The requested date, time and time period of the video conference and may include alternative dates and times.
 - b. The sites to be included in the video conference.
 - c. The names of participants, if known, or the number of attendees, and a contact person at each location.
- 2. The Video Conference Coordinator shall submit the request in writing to the State Scheduler at least one week in advance of the date requested or immediately upon receipt of the request.
- 3. The Statewide Scheduler shall respond in writing to the requesting Video Conference Coordinator and to the Video Conference Coordinator at each remote site to be included in the conference within 48 hours of receipt of the request.

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4. A list of all scheduled participants shall be submitted in writing by each Video Conference Coordinator to the Statewide Scheduler at least 48 hours prior to an approved conference, whenever possible.
5. If the requestor needs to cancel or postpone a conference, the requestor shall:
 - a. Advise the Video Conference Coordinator who shall notify the Statewide Scheduler in writing of the change in plans, and if necessary submit a request to reschedule.
 - b. Ensure all scheduled participants are notified of any changes or cancellations.
6. If the Statewide Scheduler needs to reschedule an approved video conference, he or she shall ensure the Video Conference Coordinators at each site are notified of the change in schedule. The Video Conference Coordinator at each site shall ensure all local participants are notified of the change.

I. Court Appearances via the Video Conference Network

1. All courtroom appearances via the video conference network shall be scheduled by the clerk of the court through the Statewide Scheduler.
 - a. The Statewide Scheduler shall notify facility staff, who shall submit a Court Writ Transfer Via the Central Transportation Unit, DOC 0462, to the Transfer Coordinator's Office for review.
 - b. The Transfer Coordinator's Office shall notify facility staff when and to where the individual in custody will transfer once a decision has been made.
 - c. Facility staff shall communicate the placement decision to the Statewide Scheduler, who shall notify sites, facilities and the courts involved in the video courtroom appearances of the approved dates and times, location of the video conference sites; case name and number; the name, number and location of each individual in custody; and the names of other participants.
2. A video writ shall be provided to each Chief Administrator's office at the facilities where the individual(s) in custody are assigned and shall include the name and number of the individuals in custody scheduled to appear. The Chief Administrator shall ensure the Record Office, the Video Conference Coordinator, the Litigation Coordinator (in conjunction with Department legal staff) and other appropriate individuals are notified and provided a copy of the video writ.
3. The following procedures shall apply during video court appearances:
 - a. During the video court appearance, only those restraints ordered by the judge shall be removed and such removal shall be documented. Where a judge has ordered no visible hand restraints, hand restraints may be used when the individual in custody is not on camera or while the individual in custody is on camera provided the restraints are not visible.
 - b. Absent a court order to the contrary, individuals in custody shall be dressed in State issued blue pants and blue shirts unless they are in restrictive housing status or are designated as Level E escape level. Individuals in custody who are in restrictive housing status shall be dressed in tan jumpsuits. Individuals in custody who are designated as Level E escape level shall be dressed in green jumpsuits.
 - c. An officer shall remain in the room during the court appearance but shall not be visible on camera.

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4. In the event that an individual in custody refuses to testify:
 - a. The Duty Administrative Officer shall speak to the individual in custody regarding his or her refusal to testify. The refusal to testify shall be documented on an Incident Report, DOC 0434, in accordance with Administrative Directive 01.12.105.
 - b. The facility Litigation Coordinator, in conjunction with Department legal staff, shall immediately be notified for further direction. When applicable, legal staff shall make the appropriate arrangements to bring the matter to the court's attention.
5. The Chief Administrator of the facility hosting the video conference shall ensure the Video Conference Coordinator or another trained and authorized individual:
 - a. Ensures equipment is maintained in working order.
 - b. Ensures scheduled staff, individuals in custody or other participants are available at the video conference rooms at least 30 minutes prior to their scheduled appearances. Any absences shall be immediately reported to the Chief of Security of the hosting facility, who shall ensure the individuals in custody are immediately transported to the video conference room. Individuals in custody shall be informed they are required to appear before the judge to refuse a court appearance; however, any individual in custody refusals to appear shall be documented and communicated to the facility Litigation Coordinator, in conjunction with Department legal staff. Any problems shall be immediately reported to the Chief Administrator and to the Statewide Scheduler.
 - c. Ensures courtroom etiquette is observed.
 - d. Ensures any court orders issued prior to or during the court appearance regarding restraints are conveyed to security staff who shall comply with the court's orders. Any problems shall immediately be communicated to the Chief Administrator.
 - e. Ensures the camera is focused on a document or the Department logo and the audio is muted while an individual in custody is being brought into or taken out of the courtroom, unless otherwise directed by the court.
 - f. Ensures the camera is focused on the face and upper torso of the individual in custody or person testifying unless otherwise directed by the court.
 - g. Is available via radio to support single or simultaneous videoconference instances once initially set up.
6. Any changes in scheduled court appearances shall be made by the Statewide Scheduler in cooperation with the court.
 - a. All court proceedings, including reschedules, shall take precedence when there is a scheduling conflict with the video conference network;
 - b. The CAO shall be advised of any court scheduling changes; and
 - c. The Statewide Scheduler shall notify all affected parties in writing, whenever possible.